

**'05 – '06 SCHOOL YEAR
CUSTOMER PROCEDURES FOR USDA ORDERS
PLACED THROUGH DSO SEATTLE**

1. When ordering produce, the TAP-IT system must be used. TAP-IT on-line ordering instructions may be downloaded by going to: www.tapit.dscp.dla.mil/ and “right click” on the word “here”, then follow the instructions for downloading. If instructions are needed for the telephonic TAP-IT system, please call the DSO (phone numbers included at the end of this document). It is very important that you input the orders **NO LATER THAN COB on Wednesday** for all deliveries the following week. **LATE ORDERS WILL NOT BE ACCEPTED. NO EXCEPTIONS!** All orders utilizing USDA funds must be submitted through the DSO (via TAP-IT). The school may contact the vendor to give them advance notice that an order is forth coming, however, it is still imperative that the order be input through TAP-IT or contact the DSO directly. (If the order does not come through the DSO, it becomes a matter between the school and the vendor only.) Current office staffing levels do not allow enough time to contact individual customers to gather orders. If you have problems getting into the TAP-IT system to place your orders, or you are not sure that your order was accepted, call the DSO prior to 3 PM Wednesday. We will be glad to assist in verifying the status of the order.
2. If you are ordering for more than one drop off point, **you must consolidate these orders before you input through TAP-IT and fax a break down, to the vendor, of how the produce is to be delivered to each school.** The vendor will sort the orders and get the produce to the correct school. Be sure your individual school orders totals match your consolidated order total. An Item List (listing only the items available from your supporting vendor) will be made available to you. It will either be faxed or e-mailed to you. **When ordering, use only the item codes shown on the list from your supporting vendor, not just any item code found the TAP-IT web site.**
3. The last of the school orders are downloaded and processed on Thursday morning. After the orders have been processed, the vendors will receive their copy of the Final Buy Reports (**FBR**).
4. The **FBR** will reflect Customer ID, shipping address, unit price, total price, case weight, item code, description, and quantity shipped. The **FBR** will be used for delivery verification where there is one delivery point. When there are multiple deliveries made within the district, each school is responsible to keep track of what items they ordered. Using the delivery ticket provided by the vendor at the time of delivery, check in all items. Then match the vendor delivery ticket with your original order sheet provided to the person doing the roll-up order. When you receive your Final Buy Report, there may be items that appear on it with no price information (0 dollars and no assigned vendor). This is due to item codes being ordered that your supporting vendor does not or can not supply. Reasons for this may be that the items are foreign grown (see paragraph below), poor quality, not in stock, or **most commonly, because item codes are being ordered that represent items and pack sizes that your vendor does not carry.** If you consistently do not receive items that you feel should have been part of your USDA order, contact the DSO. We will help you determine the reason for it, and

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help you take corrective action. To summarize this, in general, the DSO will remove or decrease items on the **Final Buy Report** (we will not charge the school for something they did not receive), but we will not increase quantities, change item codes, or add items to the USDA funded order. Staffing levels at the DSO no longer permit the time consuming changes to the orders.

5. **It is critical that once the product has been received, any and all discrepancies be reported to DSO Seattle within 24 hours – NO exceptions.** Fax your **FBR**, with the changes noted, to the DSO, and we will make the changes. Please advise your receiving personnel that discrepancies must be reported immediately. Failure to do so will result in billing errors between the vendor, schools, and DSO.
6. By law, schools cannot buy foreign grown produce using their USDA dollars. All foreign grown produce must be purchased with your state money, and is a matter between the school and the vendor (not the DSO).
7. Customers are required to give DSO Seattle a point of contact (POC) for emergencies. In the event of an emergency school closure, this person shall notify DSO Seattle ASAP. Every attempt will be made to reschedule or cancel the affected deliveries, however, certain processed items may not be able to be cancelled. Holiday and vacation schedules need to be made known to the DSO at the beginning of the school year.
8. USDA funds must be spent prior to June 30th. The funds do not cover any deliveries made after this date, and the funds do not carry over to the next school year. The DSO encourages the schools to start using their USDA funds as soon as possible in the beginning of the school year. This is when the widest variety of produce is available. As the school year progresses, some items go out of season or start coming from foreign sources, thus limiting your produce choices. Neither, can orders be accepted post-entry, even if the delivery was made prior to June 30th. If you do not have an FBR for any delivery, you should assume that the DSO did not receive the order, and any produce delivered is a matter between the school and the vendor.
9. There are sure to be questions when starting with this program, so feel free to call us at any time between 6:30 AM and 3:00 PM. Communication is the key to success, and we want to have happy customers, and want the children to have healthy produce for their school meals.

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